



STEPHEN MWANGI MAINA

PERSONAL PROFILE

INFO

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SKILLS & COMPETENCIES:

- ☛ Strong leadership and management skills
- ☛ Excellent customer service and communication skills
- ☛ Strong financial and budget management skills
- ☛ Strong knowledge of hotel operations and industry standards
- ☛ Strong ability to multitask and prioritize effectively
- ☛ Strong problem-solving and decision-making skills
- ☛ Proven ability to increase revenues and profitability
- ☛ Strong ability to train and manage staff
- ☛ Proven ability to maintain high levels of guest satisfaction
- ☛ Strong knowledge of safety and security procedures
- ☛ Strong ability to adapt to changing situations and environments
- ☛ Proven ability to create and implement effective marketing strategies
- ☛ Strong understanding of hotel technology and computer systems
- ☛ Strong ability to build and maintain positive relationships with clients and vendors.

Highly experienced Hotel Manager with over 10 years of experience in managing and leading hotel operations, including food and beverage, banqueting, and front office departments. Strong track record of increasing revenues, improving guest satisfaction, and effectively managing budgets. Proven ability to lead and train staff, adapt to changing situations, and create and implement effective marketing strategies.

Strong knowledge of hotel operations, industry standards, and computer systems. Holds a Food & Beverage Advance (Management Level) from Kenya Utalii Hotel and Food & Beverage Service - Sales (Basic level) from Kenya Utalii Hotel. Completed professional trainings such as First Aid Drill Certificate at Kenya Utalii College and Effective Supervisory Certificate, from the Institute of Personal Management, among others.

Has held various management roles including General Manager at Hotel Nokras Murang'a, Operations Manager at FHM-Maiyan Resort Nanyuki, Operations Manager at Bin Agil Catering (K) Ltd, Food & Beverages Manager at Blue Post Hotel Thika, Food & Beverage Supervisor at Sarova Stanley Hotel, Green Hills Hotel, Safari Park Hotel, State House, Nairobi and Kenya Utalii Hotel.

WORK EXPERIENCE

HOTEL NOKRAS, MURANG'A 3***

June 2021 - Present

General Manager**Key Roles and Responsibilities**

- ☛ Overall management and operation of the hotel, including front-of-house, guest services, and back-of-house functions.
- ☛ Setting and achieving financial goals, including revenue generation, cost management, and budgeting.
- ☛ Recruiting, hiring, training, and managing staff, including department heads and managers.
- ☛ Managing and maintaining relationships with key stakeholders, including guests, vendors, and community partners.
- ☛ Ensuring compliance with industry regulations and standards, as well as company policies and procedures.
- ☛ Developing and implementing marketing and sales strategies to increase occupancy and revenue.
- ☛ Ensuring guest satisfaction and addressing guest complaints or concerns.
- ☛ Managing and maintaining the physical property, including guest rooms, public spaces, and equipment.
- ☛ Keeping abreast of industry trends and implementing new technologies and best practices to improve operations and guest experience.
- ☛ Representing the hotel and company at industry events and networking opportunities.

EDUCATION & TRAINING

KENYA UTALII HOTEL | 2002 - 2003

Food & Beverage Advance (Management Level)

KENYA UTALII HOTEL | 1998 - 1999

Food & Beverage Service - Sales (Basic level)

KARIATHAINI HIGH SCHOOL | 1993 - 1996

Kenya Certificate of Secondary Education (KCSE)

PROFESSIONAL TRAININGS

- ☛ First Aid drill certificate at Kenya Utalii College.
- ☛ Effective supervisory certificate, from the institute of personal management:
- ☛ Providing a pleasant hotel environment by maintaining ambiance, and closely monitoring guest experience.
- ☛ Developing and implementing creative strategies to increase revenues and average checks.
- ☛ Controlling cost and cost conservation.
- ☛ Maintaining impeccable clean, safe, secure and healthy work environment.
- ☛ Accomplishing human resource objectives by selecting, coaching, counseling and discipline employees
- ☛ Maintaining consistent standard by, planning monitoring and communicating job expectation.
- ☛ Carrying out and monitor hotel requisitions, supplies, purchases.
- ☛ Promoting the atmosphere of team work, moral and spirit building.
- ☛ Maintaining strong presence on the floor.

FHM MAIYAN RESORT, NANYUKI 5*****

Nov 2018 – Aug 2020

Operations Manager

Key Roles and Responsibilities

- ☛ Oversaw and managed all aspects of resort operations, including front-of-house, guest services, and back-of-house functions.
- ☛ Coordinated and scheduled staff and resources to ensure efficient and smooth operations.
- ☛ Managed and maintained relationships with key stakeholders, such as guests, vendors, and community partners.
- ☛ Ensured compliance with industry regulations and standards, as well as company policies and procedures.
- ☛ Developed and implemented marketing and sales strategies to increase occupancy and revenue.
- ☛ Managed and maintained the physical property, including guest rooms, public spaces, and equipment.
- ☛ Kept abreast of industry trends and implemented new technologies and best practices to improve operations and guest experience.
- ☛ Addressed guest complaints or concerns and ensured guest satisfaction.

BIN AGIL CATERING (K) LTD

Mar 2017– Feb 2018

Operations Manager

Key Roles and Accomplishments

- ☛ Oversaw and managed all aspects of the catering operations, including food preparation, service, and delivery.
- ☛ Coordinated and scheduled staff and resources to ensure efficient and smooth operations.
- ☛ Managed and maintained relationships with key stakeholders, such as clients, vendors, and suppliers.
- ☛ Ensured compliance with industry regulations and standards, as well as company policies and procedures.
- ☛ Developed and implemented marketing and sales strategies to increase revenue and expand the customer base.
- ☛ Managed and maintained the equipment and facilities used in the catering operations.

BLUE POST HOTEL, THIKA 3***

Jun 2016 – Dec 2016

Food & Beverages Manager

Key Roles and Responsibilities

- ☛ Oversaw and managed all aspects of the food and beverage operations at the hotel, including restaurants, bars, and banquets.
- ☛ Coordinated and scheduled staff and resources to ensure efficient and smooth operations.
- ☛ Managed and maintained relationships with key stakeholders, such as suppliers, vendors, and customers.
- ☛ Ensured compliance with industry regulations and standards, as well as company policies and procedures.
- ☛ Developed and implemented marketing and sales strategies to increase revenue and expand the customer base.
- ☛ Managed and maintained the equipment and facilities used in the food and beverage operations.
- ☛ Addressed customer complaints or concerns and ensured customer satisfaction.
- ☛ Developed and maintained the department's budget and financial records.

LANGUAGES

- ☉ English – Full Professional Proficiency
- ☉ Kiswahili – Full Professional Proficiency

HOBBIES & INTERESTS

- ☉ Farming
- ☉ History
- ☉ Swahili language

REFERENCES

Mr. Omar Ikram

Group CEO, FHM –Maiyan Resort & Villas,
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Mr. David M. Thiongo

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SAROVA STANLEY HOTEL, 5*****

May 2014 – Apr 2015

Food & Beverage Supervisor

Key Roles and Responsibilities

- ☉ Supervising and maintaining strong presence on the service floor: guest food and beverage service, customer care and customer experience.
- ☉ Supervising the billing system and ensuring prompt billing to all guests without delay.
- ☉ Handling staff training on service technicians and product knowledge.
- ☉ Handling restaurant requisitions, equipment inventory, cleanness and cost control.
- ☉ Handling staff duty rooster and leave plan.
- ☉ Making reports to F&B Manager on the daily progress of food and beverage sales; sales promotions; forecasting with the market trends and healthy trends

GREEN HILLS HOTEL, 3***

Apr 2009 – Feb 2014

Food & Beverage Supervisor

Key Roles and Responsibilities

- ☉ Supervising and maintaining strong presence on the service floor on guest food and beverage service and customer care.
- ☉ Supervising the billing system and ensuring prompt billing to all guests without delay.
- ☉ Handling staff training on service technicians and product knowledge.
- ☉ Handling restaurant requisitions, equipment's inventory, and cleanness and cost control.
- ☉ Handling staff duty rooster and leave plan.
- ☉ Making report on the daily progress in food and beverage sales.
- ☉ Room capacity is 90 room; Banqueting; events ground to hold over 500 pax

SAFARI PARK HOTEL, 5*****

Sep 2004 – Feb 2008

Food & Beverage Supervisor Banqueting

Key Roles and Responsibilities

- ☉ Coordinating logistic and staffing of the function requirements.
- ☉ Supervising the set-up as per event order.
- ☉ Keeping close contact with function organizer for any request.
- ☉ Making requisitions for the functions and post daily bills.
- ☉ Training and briefing the staff on service style and type of function.
- ☉ Coordinating end of function clearance process and keeping inventory of the equipment.
- ☉ Room capacity is 250 rooms with the largest banqueting facilitate in East Africa; major state function with full Banqueting department.

STATE HOUSE, NAIROBI

Nov 2003 – Sep 2004

Food & Beverage Supervisor Banqueting

KENYA UTALII HOTEL, 4****

Nov 2003 – Sep 2004

Food & Beverage Supervisor Banqueting